



Policy Manual

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Adopted by the Library Board 09-15-04

Public Library System

Loan Guidelines

Policy Statement:

Library users are assured of fair and equitable access to all library materials.

Regulations:

1. **Loan of materials:** There is a checkout limit of 30 items. New DVD movies check out for one week, other new materials check out for two weeks and all other circulating materials check out for three weeks. Non-requestable new DVD movies check out for three days and other non-requestable new materials check out for seven days. All circulating materials have unlimited renewals if there are no outstanding requests.
2. **Suspension or revocation of borrowing privileges:** Section 20-20 of the City of Scottsdale Revised Code gives the Library Director the right to suspend or revoke borrowing privileges when fines are not paid, library material is not returned, or library policies are not followed.
3. **Equipment malfunctions:** The library is not responsible if a customer's equipment malfunctions when playing DVDs or CDs borrowed from the library.

Procedures:

1. **Overdue Notices:** As a courtesy, the Library will notify customers with overdue materials and fines. A collections notice is sent when a customer has materials 48 days overdue and charges are \$25.00 and over. These accounts incur a collection agency fee.
2. **Fine Notices:** As a courtesy, the Library will also notify customers with fines though the materials have been returned. A collection notice is sent 90 days after the first fine notice when fines are \$25.00 and over. These accounts incur a collection agency fee.
3. **Customer Requests:** Most circulating library materials may be requested. Customers will be notified by phone, mail or e-mail when the requested item is available. There is a limit of 8 requests per account.
4. **Library Staff:** Library staff must check out all materials for personal use through circulation channels in accordance with the policies established for all library customers. Staff are responsible for any fines or damage charges incurred.